

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Brenda Pomerance Confirmation: 7218  
Filed: April 5, 2000 Art Unit: 2161  
Serial No.: 09/543,049 Examiner: J. Hayes  
Title: AUTOMATED ALTERNATIVE DISPUTE RESOLUTION

## AMENDMENT

Assistant Commissioner for Patents  
Washington, DC 20231

Dear Sir:

In response to the Office Action mailed June 12, 2002, the time for response having been extended by one month to October 12, 2002, please amend the above-identified application as below:

A clean copy of the pending claims incorporating the amendments shown below is provided as an Attachment to this Amendment.

IN THE CLAIMS (version with markings to show changes made)

Cancel claims 64-81. ✓

Amend claim 46 as below.

*Sub A* 46 (amended). A method of processing a complaint, comprising:  
automatically receiving information from a complainer including information identifying the complainer,

automatically providing data previously received from a complaine to the complainer,  
automatically receiving additional information, if any, from the complainer after  
providing the previously received data to the complainer,

FAX RECEIVED

1

OCT 07 2002

OFFICIAL GROUP 3600

12/20/2002 SCALLIHA 00000001 09543049

01 FC:2251  
02 FC:2801

OK 55.00 OP  
370.00 OP